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CONFIRMATION NO. 3998

<b>SERIAL NUMBER</b> 10/648,424	<b>FILING OR 371(c) DATE</b> 08/25/2003 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 030413 (BLL-0128)	
<b>APPLICANTS</b> James L. Hajj, Chamblee, GA; Scott M. Berger, Atlanta, GA; <b>** CONTINUING DATA *****</b> None BQT <b>** FOREIGN APPLICATIONS *****</b> None BQT <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 11/17/2003</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>[Signature]</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> GA	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 37	<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> 36192					
<b>TITLE</b> Method, system, and storage medium for providing web-based quality assessment, tracking, and reporting services for call monitoring					
<b>FILING FEE RECEIVED</b> 1056	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		